

Common Issues and Reminders for Completing the FY 2017 Performance Data Form Module 2 (Performance Measures) & Optional Module 3

LIHEAP Webinar hosted by the Office of Community Services (OCS) in the Administration for Families and Children (ACF) presented by APPRISE under contract to OCS

January 31, 2018

Welcome:
Leon Litow (OCS Staff)
Kate Thomas (OCS Staff)

Presenter:
Melissa Torgerson (Verve Associates)



ADMINISTRATION FOR
CHILDREN & FAMILIES

Introduction & Welcome

- Welcome & Reminders
 - Leon Litow, OCS Staff
 - Kate Thomas, OCS Staff
- Reporting Requirements and Data Validation
 - Melissa Torgerson, Verve Associates

Update on the Performance Data Form Action Transmittal and Due Date

- The Performance Data Form is currently in review by the Office of Management and Budget (OMB).
- Upon approval by OMB, HHS will publish an Action Transmittal with the final due date and instructions for accessing and submitting the form in OLDC.
- Although grantees cannot currently certify or submit their FY 2017 report in OLDC, grantees are encouraged to prepare information needed for their report.
- **There are no changes in reporting items from the FY 2016 Performance Data Form.**

Liaison Welcome

- All grantees have a liaison to assist them.
- Liaisons assist with guidance on...
 - Program operations
 - Resources
 - HHS requirements
 - OLDC Access
- Liaison Contact Information:
<https://www.acf.hhs.gov/ocs/resource/division-of-energy-assistance-federal-staff>

Webinar Overview

- This webinar focuses on Module 2 of the LIHEAP Performance Data Form (*Required for States and the District of Columbia*). Optional Module 3 will also briefly be discussed.
- A more in-depth Module 2 webinar (providing a line-by-line report overview) was presented on January 24, 2018.
- This webinar focuses on common issues and reminders for completing the FY 2017 Performance Measures, including:
 - Performance Data Report Rules (Consistency, Using the Notes Section)
 - Overview of Module 2
 - Data Validations and Checks
 - Proactive Emails
 - “Check Before You Submit” Document
 - Common Reporting Issues
 - Overview of Optional Module 3
 - Grantee Resources
- Breaks for Q&A

Presenter(s):
Melissa Torgerson

Performance Measures Rules

Consistent Reporting Across Grantees

- LIHEAP is a block grant, giving grantees the freedom to design unique and diverse programs.
- The Performance Data Form is a report required by OCS that all state grantees must complete.
- OCS must report consistent information to Congress, even though grantees can have unique programs.
- The Performance Data Form allows OCS to report uniform information across grantees.

Performance Measures Rules

Using the Notes Section

- As a newer reporting requirement, notes for Module 2 (Performance Measures) are especially important to help OCS understand nuances with your data.
- If there is anything out of the ordinary with how your program is run, anything about your program operation that requires explanation, or any data collection and reporting issues, please add a note in the Notes section.
- OCS uses these notes in tables and footnotes in the Report to Congress.

What is *Module 2* (*Performance Measures*)?

- Module 2 asks grantees to report on the following LIHEAP outcomes:
 - Reduction of Home Energy Burden
 - Restoration of Home Energy Service
 - Prevention of Loss of Energy Service
- Accordingly, Module 2 (Performance Measures) consists of three sections:
 - Section V – Energy Burden Targeting
 - Section VI – Restoration of Home Energy Service
 - Section VII – Prevention of Loss of Energy Service
- Grantees must complete the information in Sections V, VI, and VII of Module 2.

Data Validations and Checks

Data Review

- APPRISE checks data in Module 2 of the Performance Data Form using the following:
 - **Internal consistency checks within Module 2**
 - APPRISE will contact grantees whose Performance Measures data are inconsistent across sections or across parts with sections. See “Step-by-Step Overview of the FY 2017 Performance Data Form – Module 2 (Performance Measures)” Webinar for detailed reporting explanations and guidance.
 - **Comparison of current year data to the Household Report**
 - APPRISE will contact grantees if the unduplicated count of households that received bill payment assistance differs between the Household Report and Part A of Section V of Module 2.
 - **Comparison of current year data to previous year data**
 - APPRISE will contact grantees if the Performance Measures data and results for FY 2017 differ substantially from FY 2016 without explanations explaining this in the Notes section.

Proactive Emails

- In January, APPRISE sent grantees personalized emails to remind them of issues identified during the FY 2016 Performance Measures review.
- Emails were customized for each grantee to draw attention to topics where follow-up was required last year.
- Grantees are encouraged to review their FY 2017 data to ensure that these issues are addressed prior to submitting their final FY 2017 Performance Data Form.
 - This will minimize the time needed to revisit and revise your report after submission.

“Check Before You Submit” Document Overview

- The “Check Before You Submit” document is a new resource for LIHEAP grantees in FY 2017.
- This resource outlines many of the checks APPRISE uses during review of grantees’ Performance Measures data for Section V “Energy Burden Targeting”.
- Grantees are strongly encouraged to use the “Check Before You Submit” resource to proactively identify and correct any reporting issues before submission.
 - *Using this tool will reduce follow-up from APPRISE and the need to substantially revise reports after submission.*

“Check Before You Submit” Document

How to Use to Review Data

- Grantees should review all of the checks in the “Check Before You Submit” list. If grantees can answer “Yes” to all of the questions, they are ready to certify and submit the LIHEAP Performance Measures.
- More complicated checks have longer explanations
 - ***Be sure to review the explanations that accompany each check to make sure you cover all aspects of the check.***
- “Check Before You Submit” Document was emailed by APPRISE in January, and can also be found on the Performance Management website: https://liheappm.acf.hhs.gov/sites/default/files/private/grantee_tools/best_practices/LIHEAP-PDF-Section-V-Before-You-Submit-Document.pdf

Common Reporting Issues

Top 3 Issues Identified in FY 2016

- *Issue 1* – Calculating the “All Households” Column
- *Issue 2* – Identifying High Burden Households
- *Issue 3* - Reporting the Annual Energy Bill for Electric Main-Heat Households

Common Reporting Issue #1

Calculating the “All Households” Column

- 28 grantees faced problems reporting data in the “All Households” column of Section V (Energy Burden Targeting).

V. ENERGY BURDEN TARGETING						
	Bill Payment- Assisted Household Main Heating Fuel					
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	164,731	17,412	89,855	43,122	3,883	10,459
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	76,742	8,673	36,205	27,804	2,484	1,576
2. Average Annual Household Income	\$23,022.00	\$20,430.00	\$22,252.00	\$24,977.00	\$22,780.00	\$20,881.00
3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	\$672.00	\$589.00	\$602.00	\$771.00	\$787.00	\$801.00
4. Average Annual Main Heating Fuel Bill	\$1,479.00	\$1,689.00	\$1,141.00	\$1,836.00	\$1,763.00	\$1,348.00
5. Average Annual Electricity Bill	\$483.00	\$0.00	\$540.00	\$571.00	\$363.00	\$487.00

Common Reporting Issue #1

Calculating the “All Households” Column

- Because the number of households with each main fuel type is different, you cannot calculate the “All Households” column values by doing a simple average of the five main heating columns.
- There are three ways to correctly calculate these data fields:
 1. Calculate the averages directly from the household-level data in the grantee’s database.
 2. Use the Excel form that automatically calculates the “All Household” column based on the information entered for each heating fuel type.
 3. Calculate *weighted* averages based on the values reported in the individual fuel type columns of the grantee’s report.

Common Reporting Issue #1

Calculating the “All Households” Column

- **Approach 1:** Calculate the averages directly from the household-level data in the grantee’s database.
 - Use all households included in Part B to calculate the averages.
 - Grantees can contact APPRISE for assistance with calculating the “All Households” averages directly from their household-level data.

Common Reporting Issue #1

Calculating the “All Households” Column

- **Approach 2:** Use the Excel form that automatically calculates the “All Household” column based on the information entered for each heating fuel type.
- An [Excel workbook](#) of the Performance Data Form will auto-calculate the “All Households” column for you once you enter data into the main heat fuel columns.
- If approach 1 or 3 are used, we recommend that you use this spreadsheet to double-check that your database calculated these values correctly.

Common Reporting Issue #1

Calculating the “All Households” Column

- **Approach 3:** Calculate *weighted averages* based on the values reported in the individual fuel type columns of the grantee’s report.
 - *Weighted averages account for each fuel type column including a different number of households.*
 - *For more information on weighted averages, see the document on [Calculations for the Performance Measures](#).*
 - In addition, grantees can contact APPRISE for assistance with calculating weighted averages.

Common Reporting Issue #2

Identifying High Burden Households

- In the FY 2016 report, 32 grantees did not identify High Burden households correctly.
- For the Performance Data Form, *High Burden* has a specific definition:
 - *High Burden* = The top 25 percent of households from Part B of Section V with the highest calculated energy burden.
 - All Grantees must identify high burden households using this definition to ensure consistent reporting.
 - Identifying high burden households involves 5 steps.

Common Reporting Issue #2

Identifying High Burden Households

- **Step 1:** For each household included in Part B, calculate the household's *annual total residential energy bill*.
 - Add the annual main heating bill and annual electricity bill together.
 - Verify that the electricity bill doesn't get double-counted when calculating the annual residential energy bill.

Household ID	Main Heating Fuel	Annual Main Heating Bill	Annual Electricity Bill	Annual Total Residential Energy Bill
Household 1	Propane	\$2,800	\$1,200	\$4,000
Household 2	Fuel Oil	\$1,500	\$1,500	\$3,000
Household 3	Electricity	\$1,200	\$0	\$1,200
Household 4	Natural Gas	\$1,000	\$800	\$1,800
Household 5	Electricity	\$1,000	\$0	\$1,000

Note:
Correct -
Electricity bill
was not double-
counted.

Presenter(s):
Melissa Torgerson

Common Reporting Issue #2

Identifying High Burden Households

- **Step 2:** Calculate *energy burden* for each of these households.

$$\frac{\text{Household's Total Annual Residential Energy Bill}}{\text{Household's Annual Income}} * 100$$

- **Step 3:** Assign a value of 100% energy burden to households with income equal to \$0 or with an *annual total residential energy bill* that is larger than the household's annual income.
- **Step 4:** Sort the combined set of ALL households from highest to lowest energy burden.
- **Step 5:** Draw the top 25% of households with the highest energy burden, *regardless of fuel type*.

Common Reporting Issue #2

Identifying High Burden Households

Household ID	Main Heating Fuel	Annual Income	Step 1: Annual Total Residential Energy Bill	Step 2: Energy Burden
Household 5	Electricity	\$0	\$1,000	100%
Household 2	Fuel Oil	\$10,000	\$3,000	30%
Household 1	Propane	\$20,000	\$4,000	25%
Household 8	Natural Gas	\$10,000	\$1,500	15%
Household 7	Fuel Oil	\$24,000	\$2,400	10%
Household 6	Electricity	\$10,000	\$800	8%
Household 3	Electricity	\$15,000	\$1,200	8%
Household 4	Natural Gas	\$30,000	\$1,800	6%

Step 5:
Top 25%
Selected

Step 3: Zero-
Income Household
was assigned 100%
energy burden

Step 4: Households
sorted by energy burden

Presenter(s):
Melissa Torgerson

Common Reporting Issue #3

Reporting the Annual Energy Bill for Electric Main-Heat Households

- **13 grantees incorrectly reported the annual energy bills for Electric main-heat households in Section V (Energy Burden Targeting).**
- For both Parts B and C of Section V, two lines collect average energy bill amounts:
 - Line 4 “Average Annual Main Heating Fuel Bill”
 - Line 5 “Average Annual Electricity Bill”
- **For electricity main-heat households, the electricity bill *is* the main heating fuel bill.**
 - The means that grantees should...
 - Report the average electricity bill, in full, for electric main heat households under Line 4 “Average Annual Main Heating Fuel Bill”.
 - Report a value of \$0 for electric main heat households under Line 5 “Average Annual Electricity Bill”.

Common Reporting Issue #3

Reporting the Annual Energy Bill for Electric Main-Heat Households

- NOTE: While calculating the “Average Annual Electricity Bill” (Line 5, Parts B & C) for the “all households” column, grantees must include the counts of electric main heat households, even though their reported bill is \$0.
 - This allows for the correct calculation of the “Average Annual Total Residential Energy Bill” (Line 6, Parts B & C).

B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	76,742	8,673	36,205	27,804	2,484	1,576
2. Average Annual Household Income	\$23,022.00	\$20,430.00	\$22,252.00	\$24,977.00	\$22,780.00	\$20,881.00
3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	\$672.00	\$589.00	\$602.00	\$771.00	\$787.00	\$801.00
4. Average Annual Main Heating Fuel Bill	\$1,479.00	\$1,689.00	\$1,141.00	\$1,836.00	\$1,763.00	\$1,348.00
5. Average Annual Electricity Bill	\$483.00	\$0.00	\$540.00	\$571.00	\$363.00	\$487.00
6. Average Annual Total Residential Energy Bill	\$1,962.00	\$1,689.00	\$1,681.00	\$2,407.00	\$2,126.00	\$1,835.00

Optional Module 3

(Optional Performance Measures)

- Module 3 is an optional module that allows grantees to voluntarily report supplementary information that compliments the required performance measures data in Module 2.
- This optional Module is intended to assist grantees with analyzing and interpreting their Module 2 Performance Measures results and to provide more data to support LIHEAP program management.
- Module 3 allows grantees to report on the following LIHEAP outcomes:
 - Average Annual Energy Usage
 - Number of Households Using Supplemental Heating & Air Conditioning
 - Unduplicated household count of Restorations of Energy Service
 - Unduplicated household count of Prevention of Loss of Energy Service
- For FY 2016, 13 grantees voluntarily reported data in Module 3.
- For more information on Module 3, please consult the FY 2016 instructions found here:
https://www.acf.hhs.gov/sites/default/files/ocs/liheap_performance_data_form_instructions_for_fy2016_19dec2016_0.pdf

Final Reminders

Reporting Deadlines

- The Performance Data Form is currently in review by the Office of Management and Budget (OMB).
- Upon approval by OMB, HHS will publish an Action Transmittal with the final due date and instructions for accessing and submitting the form in OLDC.
- Although grantees cannot currently certify or submit their FY 2017 report in OLDC, grantees are encouraged to prepare information needed for their report.
- There are no changes in reporting items from the FY 2016 Performance Data Form.

Final Reminders

Data Submission and Review

Submit – official submission to ACF

Form goes
forward

Certify – applies electronic signature

Validate – runs validation checks and updates automatic sums; saves data

Save - retains information

Form needs
editing

Final Reminders

Module 2 (Performance Measures) Resources

- **“Check Before You Submit” Tool:**

https://liheappm.acf.hhs.gov/sites/default/files/private/grantee_to_ols/best_practices/LIHEAP-PDF-Section-V-Before-You-Submit-Document.pdf

- **FY 2016 Action Transmittal and Instructions (for reference)**

<https://www.acf.hhs.gov/ocs/resource/liheap-performance-data-form-for-fiscal-year-fy-2016>

- **Step-by-Step Overview of Module 2 (Performance Measures) Webinar**

- Recording coming soon; Contact APPRISE for the slide deck.

Presenter(s):
Melissa Torgerson

Final Reminders

OLDC Resources

- OLDC is accessed through Grant Solutions.
- Log-in to Grant Solutions at <https://www.grantsolutions.gov/gs>
- Once logged in, click “OLDC” in the top taskbar to access the OLDC homepage.
- If you need assistance, please contact Grants Center Of Excellence Systems Help Desk:
 - (202) 401-5282 or (866) 577-0771
 - help@grantsolutions.gov

Final Reminders

Support Resources

OCS liaisons

<http://www.acf.hhs.gov/programs/ocs/resource/division-of-energy-assistance-federal-staff>

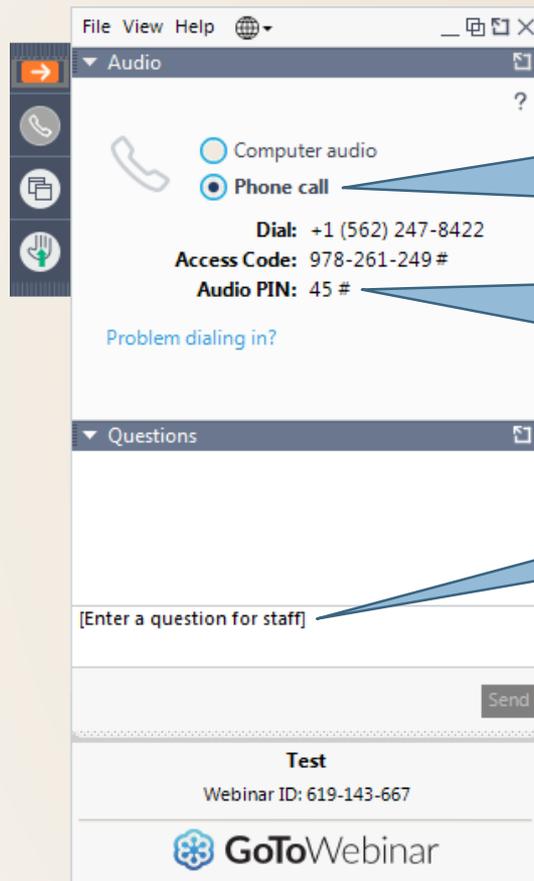
APPRISE Team

- Daniel Bausch, Daniel-Bausch@appriseinc.org; 609-252-9050
- Jorge Mancilla, Jorge-MancillaUribe@appriseinc.org; 609-252-9009
- Melissa Torgerson, melissa@verveassociates.net; 503-706-2647
- Michelle Wadolowski, Michelle-Wadolowski@appriseinc.org; 609-252-9057

Grantee Questions

Questions?

GoToWebinar – Asking a Question



Click Here to choose how you listen to the webinar:

- Computer Audio
- Phone Call

Make sure you enter your audio pin if you would like to ask a question over the phone.

Enter text here to ask a question.

If the sidebar is minimized, it will look like this:

Click this button to expand sidebar.

Click this button to raise your hand.



If you wish to call in and ask a question, you **MUST** call in by phone rather than connect your audio through your computer